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ABSTRACT

This book presents a logical problem-solving process and contains many tools and techniques to help groups identify, analyze, and solve problems successfully. It is meant to be used by anyone engaged in this activity whether they be facilitators, leaders, or members of problem-solving groups, or managers who have an interest in the problem-solving process. Part I introduces the concepts and methods involved. The advantages of the group approach are discussed. Part II examines in detail each of the eight key problem-solving techniques. It covers the following: the problem-solving process, brainstorming, defining problems clearly, analyzing problems, collecting data, interpreting data, finding solutions, and cost-benefit analysis. Part III explains how to present proposed solutions, how to evaluate results, and how to ensure that the group process runs smoothly. It addresses the skills of working together effectively and explores some of the more likely types of problems that could be encountered and the recommended methods of dealing with them. An index is provided. (YLB)

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